

On page 10, line 11, please replace "directly to block 430 direction." with --directly from block 420 to block 430.--. This amendment provides logical consistency with the block 420 discussion starting on page 10, line 1 of the text. It does not introduce new matter to the case.

On page 12, line 6, please replace "basis" with --bases--.

On page 17, line 9, please replace "one" with --another--.

On page 18, line 23, please replace "system" with --systems--.

On page 20, line 12, please replace "The each" with --Each--.

On page 20, line 14, please replace "of the slider" with --of slider--.

IN THE CLAIMS:

Please amend claims 1-20 in the above-identified patent application as

follows:

1. (Amended) A method for processing a client help request, said method  
comprising:  
[in response to a client requesting help, displaying a menu including three levels  
of interaction:  
self-help searching in a database of information;  
asynchronous help, requesting help and receiving a reply; and  
synchronous help, interaction with an advisor;]

8 responding to one of a synchronous help request from a client or an asynchronous  
9 help request from a client;  
10 when synchronous help is requested, selecting at least one advisor;  
11 alerting said at least one [the] advisor;  
12 [displaying a list of previously visited sites by the client to the advisor; and]  
13 receiving a response from said at least one advisor; and  
14 synchronizing the display between said client and said responding at least one  
15 advisor.

1 2. (Amended) The method according to claim 1, [wherein the identical display is  
2 displayed at a same rate for the advisor as for the client] further comprising:  
3 in response to a client help request, displaying a menu of help request options  
4 including at least one of a synchronous help request option, an asynchronous  
5 help request option, and a self-help option.

1 3. (Amended) The method according to claim 1, wherein said synchronizing the  
2 display comprises:  
3 having the advisor [further has an additional] display [permitting search of a  
4 database of information to help] include an identical display to that of the  
5 client.

1 4. (Amended) The method according to claim 3 [1], wherein [the advisor posts  
2 sticky notes on a web site discussed with the client] said identical display to that of the  
3 client is displayed at a same rate for the advisor as for the client.

1 5. (Amended) The method according to claim 1 [4], [the sticky notes may include  
2 text, hyper-linked references, video, audio, or other information] said method further  
3 comprising:  
4 permitting the advisor to control a customer browser.

1 6. (Amended) The method according to claim 1, [wherein the sticky notes remain  
2 associated with the web site discussed with the client, and the client may go back to the  
3 web site and review the sticky notes] wherein the advisor further has one of an additional  
4 display and an additional portion of one display, permitting search of a database of  
5 information to help the client.

1 7. (Amended) The method according to claim 1, further comprising [the step of]:  
2 creating a reviewable discussion trail based on the client's discussion with the  
3 advisor.

1 8. (Amended) The method according to claim 7, wherein [the] said  
2 discussion trail is stored on a server, and may be reviewed by the client at any time.

1 9. (Amended) The method according to claim 1, further comprising [the step  
2 of]:  
3 adding a help information generated by the advisor to the database of information  
4 accessible to clients.

1 10. (Amended) The method according to claim 1, wherein [if] when the client  
2 selects asynchronous help, the method further comprises [the steps of]:

3       prompting the client to enter a help question;  
4       forwarding the help question to the advisor;  
5       waiting for the advisor to generate an answer to the help question; and  
6       returning the answer to the client.

1       11.     (Amended) The method according to claim 10, wherein the answer  
2       returned to the client comprises at least one of a web page hyperlink and a posting to a  
3       web page with hints that may include one or more of the following: a video of the advisor  
4       explaining the answer and an audio recording of the hints, and visual images.

1       12.     (Amended) The method according to claim 1, wherein [the answer further  
2       includes a sticky note with hints] said selecting at least one advisor includes using pattern  
3       matching with a database to determine which advisor is selected.

1       13.     (Amended) The method according to claim 12, wherein [the hints may  
2       include one or more of the following: a video of the advisor explaining the answer, a text  
3       message, an audio recording of the hints, or visual images] the pattern matching includes  
4       customer and profile information.

1       14.     (Amended) A method for [providing] processing a client help [through a  
2       client-server system] request, said method comprising [the steps of]:  
3       [a server receiving a help request from a client on a client system that is linked to  
4       the server;]  
5       classifying the help request as a synchronous help request or an asynchronous help  
6       request;

7 when synchronous help is requested, selecting at least one advisor;  
8 alerting said at least one [a] advisor [if the help request is the synchronous  
9 request], the advisor conversing with the client over a link to deduce a  
10 problem and a solution;  
11 generating an answer to the problem[including a hyper-linked web page and a  
12 sticky note for the client]; [and]  
13 associating the answer with the client, such that the client can retrieve the answer  
14 [multiple times, including the hyper-linked web page and the sticky note]; and  
15 providing at least one of a hyper-linked web page, a posting to a web page, or a  
16 persistent answer to the client system.

A  
cont.  
1 15. (Amended) The [A] method according to [of providing help through a  
2 client-server system] claim 14, further comprising [the steps of]:  
3 dynamically injecting a help button into web pages displayed to a client system;  
4 permitting the client system to request help from a first web page by pushing the  
5 help button;  
6 associating said persistent answer with the first web page; and  
7 displaying [providing a] said persistent answer [to the client system that becomes  
8 associated with the first web page and is displayed] whenever the client  
9 system accesses the first web page.

1 15 16. (Amended) The method according to [of] claim 15, wherein the persistent  
2 answer is stored on a server system.

1 <sup>16</sup> 17. (Amended) The method according to [of] claim <sup>13</sup> ~~14~~ [15], further  
2 comprising:  
3 [establishing a synchronous collaboration between a customer on the client system  
4 and an advisor, the synchronous collaboration providing a synchronous  
5 display and permitting the advisor to pilot a browser of the customer]  
6 searching a predictive answer system for a response to the help request, wherein  
7 the predictive answer system uses pattern matching with a database to  
8 determine whether the response is applicable.

1 18. (Amended) The method according to [of] claim 17 [15], [further  
2 comprising: searching a predictive answer system for a response to the help request,  
3 wherein the predictive answer system uses pattern matching with a database to determine  
4 whether the response is applicable] wherein the pattern includes customer profile and  
5 context information.

1 19. (Amended) The method according to [of] claim 18, wherein the [pattern  
2 includes customer profile and] context information comprises at least one of previous  
3 web page locations visited by the customer and actions on the previous web page  
4 locations.

1 20. (Amended) The method according to [of] claim 14, wherein [the context  
2 information comprises previous web page locations visited by the customer and actions  
3 on the previous web page locations] said advisor is one of an artificial intelligence, a  
4 customer and a customer service representative.